



Last Updated: 03/09/2022

## Correction to the Billing Instructions for the UB-92 Claim Form

The purpose of this memorandum is to notify you of a correction to the billing process for the UB-92 Claim Form. The billing correction affects the required field Locator 6 on page 10 of Chapter V in the *Psychiatric Services* Provider Manual.

The correct instructions for required field Locator 6 are cited below:

**STATEMENT COVERS PERIOD** - Enter the beginning and ending service dates reflected by this invoice. Complete both the “from” and “through” dates for a single day. The billing period may overlap calendar months (except for Residential Treatment Facilities, Private Mental Hospitals under age 21, and State Mental Health Facilities under age 21). The Statement Covers Period for Residential Treatment Facilities, Private Mental Hospitals, and State Mental Health Facilities is limited to claims with dates of service that are within the calendar month.

DMAS is in the process of updating the *Psychiatric Services* Provider Manual. Please periodically check the DMAS website ([www.dmas.virginia.gov](http://www.dmas.virginia.gov)) for new manual updates. Until the manual updates have been completed, this memorandum serves as the updated billing instructions for Chapter V of the *Psychiatric Services* Provider Manual. Please review the change carefully.

### ELIGIBILITY AND CLAIMS STATUS INFORMATION

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy



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prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

## **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). Refer to the Provider Column to find Medicaid and SLH Provider Manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 1-804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

## **"HELPLINE"**

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)



Department of Medical Assistance Services  
600 East Broad Street  
Suite 1300  
Richmond, VA 23219

<https://dmas.virginia.gov>

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Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid provider identification number available when you call.

## **PROVIDER E-NEWSLETTER SIGN-UP**

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include upcoming changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at [www.dmas.virginia.gov/pr-provider\\_newletter.asp](http://www.dmas.virginia.gov/pr-provider_newletter.asp).

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.